

**Office of Service Integration**  
**HAT Meeting Minutes**  
**9/11/2014**

**Present:**

Yolanda Lovato, Karen Fitzharris, Candace Goehring, Pedro Garcia, Alice Lind, Becky McAninch-Dake, Roy Walker, Paul Montgomery, Bob LeRoy, Erin Hafer, Daniel Gross, Sally Brennand

**Health Homes:**

1. **Enrollment** – Karen presented an enrollment report. The report is a cumulative count of individuals enrolled in the Health Home program, as well as individuals actively engaged. Actively engaged clients are defined by at least one encounter submitted within a month. Some Lead entities show 0 engaged individuals. This can be attributed to a billing lag.

The number of full-dual Eligibles who have a HAP, those who are waiting to be engaged in the HAP process, and those who have opted-out will be important to include in future reports to gauge the reach of the Duals Demonstration Project. The number of individuals who have a HAP can be added in future reports. However, including the number of full-dual Eligibles waiting to be engaged, and the number of those who have opted-out will be difficult.

Overall, the report points significant statewide challenges to client engagement. The State is taking steps to identify and mitigate those challenges.

2. **Lean Project** –

Candace introduced a statewide (A3) Lean project that would include a root cause analysis on the challenges of engagement, and would lead into action steps to mitigate the highest impact barriers. Kickoff meetings have been scheduled on September 22 in Lacey and October 13 in Spokane. These meeting will include key stakeholders around the state.

**Health Path Washington:**

1. **Updates** – Regence has officially declined participation in the HealthPath program. United is still in. We are now starting to work with CHPW. CMS will be involved in the process. Concerns include startup time that is needed to make sure they are operational by the July 1, 2015 go-live date for HealthPath program.

The county governments for King and Snohomish counties are still engaged in the process and expected to remain so.

2. **Agency Request Legislation** – Legislation has been requested by HCA and DSHS to grant United and CHPW an exemption to the MCO Premium tax. HCA still needs to conduct a formal policy analysis.
3. **Three-Way Contract:** CMS is ready to share the draft with CHPW and United, as well as with the HAT. It will be distributed within the next week. Comments will be due soon afterward. CMS will consider comments and make modifications prior to final clearance.
4. **Ombuds Program** – The Ombuds Program Manager position has been approved through the DSHS human resources office. The recruitment process to fill this position will begin when we have finalized contracts.. The RFP process for the Ombuds contractor will begin after final approval from CMS.

#### **Community Engagement Strategies:**

1. **Beneficiary Participation** – Discussed approaches for identifying and working with beneficiaries. We will partner with the Alzheimer’s Association and develop a plan of engagement using the housing partners they are currently working with.
2. **Provider Engagement** – Meetings have been scheduled with Lead entities to discuss how best to capitalize on provider engagement by the Plans.

#### **Other Agenda Discussion:**

1. Bob LeRoy announced new hire for public policy. The candidate has over 30 years of experience.